

## **USPS Report on PRC Rate and Service Inquiries for April 2013**

The Postal Regulatory Commission referred **266** inquiries to the Postal Service in April. Customers received responses on average within **11** days.

Inquiries covered various topics that fell into three main categories:

- Delivery services (**195**) – i.e., the time of delivery, forwarding, and method of delivery.
- Customer services (**58**) – i.e., hours of service, availability of retail products, and product tracking.
- Policies/procedures (**13**) – i.e., general information, obtaining refunds or exchanging postage, and suggestions.

While many of the inquiries were customer specific, the following topic is highlighted for possible interest to a larger audience.

### **Hold Mail Requests**

**A request to Hold Mail can be submitted in three ways:**

- By filing online at: Hold Mail (<https://holdmail.usps.com/holdmail/>) at [www.usps.com](http://www.usps.com). You will need to enter your name, address, phone number, email address and click “Check Availability” to see if a Hold Mail is available through the online system. If it is not available, you will need to submit a hold request using one of the other options provided:
- Submitting a completed PS Form 8076 (<http://about.usps.com/forms/ps8076.pdf>), Authorization to Hold Mail at your local Post Office facility.
- Contacting 1-800-ASK-USPS® (1-800-275-8777) where a representative can assist you.

Note: A Hold Mail request is not necessary for a PO Box, as mail will be allowed to accumulate for up to 30 days.

#### **Confirmation number:**

When completing an online Hold Mail request, a confirmation page will be displayed with a confirmation number to verify your request has been accepted.

#### **What are the minimum / maximum lengths of time the Post Office™ will hold my mail?**

Hold Mail requests must be for a minimum duration of 3 days. The maximum duration for Hold Mail requests is 30 days. If you need mail held longer than 30 days, please contact your local Post Office™.

#### **Do I need to submit multiple Hold Mail requests if there is more than one person at the same address?**

All mail regardless of name will be held for the address entered. Submitting a Hold Mail request once is all that is required to hold mail delivery for everyone at the address.

#### **When my mail is being held, are packages held too?**

Yes. When your mail is placed on hold, your Post Office™ will hold all packages as well.

#### **Who do I Contact if my Hold Mail did not start or stop as Requested?**

If your Hold Mail request did not start or end as requested, Please call 1-800-ASK-USPS® (1-800-275-8777) Customer Service representatives are available as follows:

- Monday thru Friday: 8:00 am to 8:30 pm ET
  - Saturday: 8:00 am to 6:00 pm ET
  - Sundays:/ Holidays: **Closed**
- Telecommunications Device for the Deaf/Teletypewriter (TDD/TTY): Call **1-877-TTY-2HLP (877-889-2457)**
  - Hours of Operation are the same as 1-800-ASK-USPS